

REMARKS

Claims 27-34 stand rejected under 35 USC 112, first paragraph. Applicant respectfully traverses this rejection. Support for the amendment can be found in the Specification on pages 10-11, starting with line 20 on page 10, and elsewhere. These passages suggest using different voice types having different acoustical characteristics, depending on the actions taken by the self-service customer in completing a task, e.g., scanning or weighing.

As noted further in the Specification on page 13, lines 13-20, "the volume or voice inflection may be varied during repeated instructional voice message broadcasts if the customer ignores or otherwise disregards previously broadcast instructional messages".

Further support may be found in the Specification starting at page 17, line 14. At lines 15-18, voice types are chosen to create a desired impression on the customer.

Claims 1, 4-8, 9, 12-16, 17, 20, 27-28, and 30-34 stand rejected under 35 USC 103(a) over Schneider and Sato. Applicant has amended claims 1, 9, and 17, but otherwise respectfully traverses this rejection.

Schneider teaches *repeating* of a voice message if a customer weighs an incorrect item in accordance with the Weight Change Algorithm (Column 15, Lines 27-28). Schneider teaches *repeating* of a voice message if a customer scans an incorrect item, determined by a failure of the weight comparison test of the Weight Change Algorithm (Column 16, Lines 2-7). Schneider teaches *repeating* of a voice message if a customer fails to properly transfer a bag in accordance with the Change Bag Algorithm (Column 17, Lines 43-50). Schneider's description of the operation of his system fails to include any mention of changing voice types following a failure to properly complete a task.

Applicant has noted the prior art made of record but not relied upon.

In view of the foregoing Amendment, Applicant respectfully submits that claims 1, 3-9, 11-17, 19, 20, and 27-34 are in condition for allowance. Action to that end is hereby solicited.



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